



**OFFICE SERVICES SUPERVISOR II/III (SERIES)**  
**EXAM CODE: 4EQ21-01/02**

Department(s):	Board of Equalization
Opening Date:	September 16, 2014
Final Filing Date:	September 30, 2014
Exam Type:	Departmental Promotional
Salary:	OSS II: \$3012.00 to \$3772.00 OSS III: \$3425.00 to \$4292.00
Location(s):	SPOT Exam – Sacramento

## **INTRODUCTION**

***Your application will not be accepted for this promotional examination unless you are currently a Board of Equalization employee that meets the minimum qualifications or fall under SPB rule 234, 235, Government Code 18990, 18991, and 18992.***

## **EEO**

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

## **DRUG FREE STATEMENT**

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

## **REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION**

All applicants must meet the education and/or experience requirements as stated in the Minimum Qualifications section of this examination announcement by **September 30, 2014** the final filing date. All applications/resumes must include "to" and "from" dates (month/day/year), time base, and civil service class title (**not working title**). **Applications/resumes received without this information will be rejected.**

## WHO SHOULD APPLY

This is a departmental promotional examination for the Board of Equalization.

1. Applicants must have a permanent civil service appointment with the Board of Equalization or meet the provisions of the State Personnel Board Rules 234 or 235 by **September 30, 2014**, the final filing date, in order to take this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or
3. Must be a current or former non-elected exempt employee of the Executive branch for two or more consecutive years as defined in Government Code 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.

For applicants under Items 2, 3, or 4, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete.

## FILING INSTRUCTIONS

Final Filing Date: **September 30, 2014**

State Applications (Form STD. 678) may be mailed to:

**EXAMINATION & RECRUITMENT SECTION  
BOARD OF EQUALIZATION  
450 N STREET, MIC: 17  
SACRAMENTO, CA 95814**

**Do not submit applications to the State Personnel Board/ CalHR.**

Applications (Form STD. 678) submitted by mail must be **POSTMARKED** (e.g., United States Postal Service), or personally delivered no later than the final filing date. Applications are available at [jobs.ca.gov](http://jobs.ca.gov), State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

**Note:**

**Applications postmarked or personally delivered to the Human Resources Division, Room 317, 450 N Street, Sacramento, after the final filing date will not be accepted for any reason.**

**Do not send your application via interoffice or interagency mail. Applications received in this manner will not be accepted and cannot be returned pursuant to California Code of regulations 174.**

It is the personal responsibility of each examination candidate to submit an examination application within the timeframe and in the manner specified on this examination bulletin. Candidates are also responsible for obtaining proof of mailing or submission of their application to the Examination & Recruitment Section if necessary. Candidates are encouraged to contact the Examination & Recruitment Section (email: [boeexams@boe.ca.gov](mailto:boeexams@boe.ca.gov) or call: (916) 324-4807) to verify receipt of their application before the close-of-business on the final filing date.

If you meet the entrance requirements for **both** the **Office Services Supervisor II** and **Office Services Supervisor III**, you may file for both classifications on **a single application**. Please indicate each classification title you wish to test for on the single application.

## **SPECIAL TESTING ARRANGEMENTS**

If you are disabled and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

## **REQUIRED IDENTIFICATION**

Accepted applicants are required to bring either a photo identification card or two forms of signed identification to the examination.

## **MINIMUM QUALIFICATIONS**

All applications must meet the following entrance requirements for this examination by **September 30, 2014**, the final filing date.

### **All Levels:**

In meeting the requirements under the II patterns, academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience.

### **Office Services Supervisor II (General)**

#### **Either I**

One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Technician.

#### **Or II**

Three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees. (Experience in the California state service applied toward the specialized one-year requirement must be performing duties of a class with a level of responsibility equivalent to Office Technician.)

### **Office Services Supervisor III (General)**

#### **Either I**

One year of experience in California state service performing the duties of an Office Services Supervisor II or two years of experience in the California state service performing the duties of a class with a level of responsibility equivalent to Office Technician.

## Or II

Four years of clerical experience, at least two years of which shall have been in a supervisory capacity. (Experience in the California state service applied toward the specialized two-year requirement must be performing the duties of a class with a level of responsibility equivalent to Office Technician.)

### EXAMINATION INFORMATION

This examination will consist of a qualifications appraisal interview weighted 100.00%. The interview will include a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

### SELECTION PLAN

It is anticipated that interviews will be held during **Late November 2014.**

Examination dates can be subject to change based on administrative and/or departmental needs.

### ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for use by the Board of Equalization in **Sacramento only**. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

### POSITION DESCRIPTION

#### Office Services Supervisor (General)

The scope of the duties supervised by incumbents in the general classes include: receptionist and secretarial support; typing and word processing support; mail and document receiving and distribution; filing and records management; document preparation and review; composition of letters, procedure manuals and reports; gathering and giving of information over the telephone or by personal contact; statistical, financial, and other record-keeping functions; cashiering; and ordering and maintaining supplies and equipment.

#### Office Services Supervisor II (Various Classes)

This is the first full supervisory level. Under general direction, incumbents plan, organize, and direct the work of a medium-sized group engaged in difficult clerical work.

#### Office Services Supervisor III (Various Classes)

This is the second full supervisory level. Under general direction, and through subordinate supervisors, incumbents plan, organize, and direct the work of a large group engaged in difficult clerical work.

## **KNOWLEDGE AND ABILITIES**

### **Office Services Supervisor II (General)**

Knowledge of: Modern office methods, supplies and equipment; business English and correspondence; principles and techniques of effective supervision and training; department's Equal Employment Opportunity Program objectives; a supervisor's role in the Equal Employment Opportunity Program and the processes available to meet equal employment opportunity objectives.

Ability to: Perform difficult clerical work, including ability to spell correctly, use good English and make arithmetical computations; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules, and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; and plan, organize, direct, and supervise the work of others; effectively contribute to the department's equal employment opportunity objectives; work independently, modify established procedures and methods to meet changing needs, and supervise the work of a medium sized group.

### **Office Services Supervisor III (General)**

Knowledge of: Modern office methods, supplies and equipment; business English and correspondence; principles and techniques of effective supervision and training; department's Equal Employment Opportunity Program objectives; a supervisor's role in the Equal Employment Opportunity Program and the processes available to meet equal employment opportunity objectives.

Ability to: Perform difficult clerical work, including ability to spell correctly, use good English and make arithmetical computations; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules, and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; and plan, organize, direct, and supervise the work of others; effectively contribute to the department's equal employment opportunity objectives; work independently, modify established procedures and methods to meet changing needs, and supervise the work of a medium sized group; organize and accomplish work with a high degree of independence and direct the work of a large group through subordinate supervisors.

## **ADDITIONAL DESIRABLE QUALIFICATIONS**

Education: Equivalent to completion of the twelfth grade.

## **VETERANS PREFERENCE**

Veterans' Preference will not be granted in the examination as it does not meet the requirements to qualify for Veterans' Preference pursuant to Government Code Section 18973.1, effective January 1, 2014.

## CAREER CREDITS

Career Credits do not apply and will not be added to the final score of this examination.

## CONTACT INFORMATION

If you have questions concerning this examination, please call the California State Board of Equalization, Examination and Recruitment Section at (916) 324-4807. You may also contact the California State Board of Equalization in writing at 450 N Street, MIC 17, Sacramento, CA 95814.

## DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification:

<http://jobs.spb.ca.gov/wvpos/jobspecs.cfm>

## GENERAL INFORMATION

**For an examination with a written feature**, it is the candidate's responsibility to contact the Board of Equalization three days prior to the written test date if he/she has not received his/her notice of appointment.

**For an examination without a written feature**, it is the candidate's responsibility to contact the Board of Equalization three weeks after the final filing date if he/she has not received his/her notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her 3 days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

**Applications are available** at [jobs.ca.gov](http://jobs.ca.gov), State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The testing department** reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Candidates needing special testing arrangements** due to a disability must mark the appropriate box on the application and/or contact the testing department.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**If Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices, at the State Personnel Board office or [jobs.ca.gov](http://jobs.ca.gov).

**If High School Equivalence is Required:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

**College Education:** The qualifications meeting the requirement "Equivalent to graduation from college" means satisfaction of the requirements for the bachelor's degree from an accredited, recognized institution of higher education. This means the applicant must show receipt of a bachelor's degree. Acceptable college course work must be from an accredited, recognized institution approved by the California Superintendent of Public Instruction under the provisions of California Education Code Section 94712.

**Veterans' Preference Points:** The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at [jobs.ca.gov](http://jobs.ca.gov) and on the Application for Veterans' Preference form (CalHR 1093). Additional information is also available at the Department of Veterans Affairs website at <https://www.calvet.ca.gov/>.

**TTY** is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device. Calls may be placed using the following relay system. California Relay Telephone Service for the Deaf or Hearing Impaired:  
From TDD phones 1-800-735-2929 or from voice phones 1-800-735-2022

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